

**AMENDMENTS TO THE CLAIMS:**

1. (Cancelled).

2. (Currently Amended) An Automatic Call Distribution (ACD) controller arranged to be coupled through at least one packet-based network to a plurality of remote telephone stations and one or more attendant telephone stations, the ACD controller comprising:

call reception logic that controls establishment of telephone sessions between the remote telephone stations and the one or more attendant telephone stations; and

wherein the call reception logic operates to:

receive call initiation signals from a particular one of the remote telephone stations[[:]]

send control signals to the particular remote telephone station indicating the ACD controller will control a user interface comprising a display screen within the particular remote telephone station.

[[to]] monitor if an attendant availability parameter is met; if the attendant availability parameter is not met, to send at least one data information message comprising a display screen message to the particular remote telephone station via the at least one packet-based network; and, if the attendant availability parameter is met, to establish an audio channel between the particular remote telephone station and a particular one of the one or more attendant telephone stations, and

~~wherein the call reception logic further operates to query capabilities of the particular~~  
remote telephone station prior to sending the data information message, a format for the data  
information message being determined based upon the capabilities of the particular remote telephone  
station.

3. (Previously Presented) An ACD controller according to claim 2, wherein the at least one  
packet-based network is an Internet Protocol (IP) network and the data information message is  
transmitted within an IP packet.

4. (Previously Presented) An ACD controller according to claim 2, wherein the call reception  
logic further operates to determine a waiting parameter to be presented to a user at the particular  
remote telephone station, the data information message comprising said waiting parameter.

5. (Original) An ACD controller according to claim 4, wherein the waiting parameter  
comprises a number corresponding to an order in which the call initiation signals were received from  
the particular remote telephone station with respect to other call initiation signals received from other  
ones of the remote telephone stations.

6. (Previously Presented) An ACD controller according to claim 4, wherein the waiting  
parameter comprises an estimate of a time before the attendant availability parameter will be met.

7. (Previously Presented) An ACD controller according to claim 4, wherein the call reception logic further operates to update the waiting parameter periodically until the attendant availability parameter is met and to send further data information messages comprising updated waiting parameters to the particular remote telephone station via the packet-based network until the attendant availability parameter is met.

Claims 8-36. (Cancelled).

37. (Currently Amended) An Automatic Call Distribution (ACD) center, comprising:

one or more attendant telephone stations; and

an ACD controller arranged to be coupled through at least one packet-based network to a plurality of remote telephone stations and the one or more attendant telephone stations, the ACD controller comprising call reception logic that controls establishment of telephone sessions between the remote telephone stations and the one or more attendant telephone stations[[:]],

wherein the call reception logic operates to:

receive call initiation signals from a particular one of the remote telephone stations[[:]],

send control signals to the particular remote telephone station indicating the ACD controller will control a user interface comprising a display screen within the particular remote telephone station,

[[to]] monitor if an attendant availability parameter is met; if the attendant availability parameter is not met, to send at least one data information message comprising a display screen message to the particular remote telephone station via the at least one packet-based network; and, if the attendant availability parameter is met, to establish an audio channel between the particular remote telephone station and a particular one of the one or more attendant telephone stations[[:]],  
and

~~wherein the call reception logic further operates to query capabilities of the particular~~  
remote telephone station prior to sending the data information message, a format for the data

information message being determined based upon the capabilities of the particular remote telephone station.

38. (Previously Presented) An ACD center according to claim 37, wherein the at least one packet-based network is an Internet Protocol (IP) network and the data information message is transmitted within an IP packet.

39. (Previously Presented) An ACD center according to claim 37, wherein the call reception logic further operates to determine a waiting parameter to be presented to a user at the particular remote telephone station, the data information message comprising the waiting parameter.

40. (Previously Presented) An ACD center according to claim 39, wherein the waiting parameter comprises a number corresponding to an order in which the call initiation signals were received from the particular remote telephone station with respect to other call initiation signals received from other ones of the remote telephone stations.

41. (Previously Presented) An ACD center according to claim 39, wherein the waiting parameter comprises an estimate of a time before the attendant availability parameter will be met.

42. (Previously Presented) An ACD center according to claim 39, wherein the call reception logic further operates to update the waiting parameter periodically until the attendant availability parameter is met and to send further data information message comprising updated waiting parameters to the particular remote telephone station via the packet-based network until the attendant availability parameter is met.

43. (Previously Presented) An ACD center according to claim 37, wherein the at least one packet network comprises a local area network coupling the ACD controller and the one or more attendant telephone stations.

44. (Previously Presented) An ACD center according to claim 37, further comprising one or more attendant console devices, each of the one or more attendant console devices associated with one of the one or more attendant telephone stations.

45. (Currently Amended) A method of operating an Automatic Call Distribution (ACD) center comprising an ACD controller coupled through at least one packet-based network to a plurality of remote telephone stations and one or more attendant telephone stations, the method comprising controlling establishment of telephone sessions between the remote telephone stations and the one or more attendant telephone stations by:

receiving call initiation signals from a particular one of the remote telephone stations;

sending control signals to the particular remote telephone station indicating the ACD controller will control a user interface comprising a display screen within the particular remote telephone station;

monitoring if an attendant availability parameter is met;

if the attendant availability parameter is not met, sending at least one data information message comprising a display screen message to the particular remote telephone station via the at least one packet-based network;

if the attendant availability parameter is met, establishing an audio channel between the particular remote telephone station and a particular one of the one or more attendant telephone stations; and

querying capabilities of the particular remote telephone station prior to sending the data information message, a format for the data information message being determined based upon the capabilities of the particular remote telephone station.

46. (Previously Presented) A method according to claim 45, wherein the at least one packet-based network is an Internet Protocol (IP) network and the data information message is transmitted within an IP packet.

47. (Previously Presented) A method according to claim 45, further comprising determining a waiting parameter to be presented to a user at the particular remote telephone station, the data information message comprising the waiting parameter.

48. (Previously Presented) A method according to claim 47, wherein the waiting parameter comprises a number corresponding to an order in which the call initiation signals were received from the particular remote telephone station with respect to other call initiation signals received from other ones of the remote telephone stations.

49. (Previously Presented) A method according to claim 47, wherein the waiting parameter comprises an estimate of a time before the attendant availability parameter will be met.

50. (Previously Presented) A method according to claim 47, further comprising:  
updating the waiting parameter periodically until the attendant availability parameter is met;  
and



sending further data information messages comprising updated waiting parameters to the particular remote telephone station via the packet-based network until the attendant availability parameter is met.

51. (New) An ACD controller according to claim 2, wherein the user interface of the particular remote station further comprises softkeys.

52. (New) An ACD controller according to claim 51, wherein the capabilities queried comprise a size of a display screen and a configuration of softkeys.

53. (New) An ACD center according to claim 37, wherein the user interface of the particular remote station further comprises softkeys.

54. (New) An ACD center according to claim 53, wherein the capabilities queried comprise a size of a display screen and a configuration of softkeys.

55. (New) A method according to claim 45, wherein the user interface of the particular remote station further comprises softkeys.

56. (New) A method according to claim 56, wherein the capabilities queried comprise a size of a display screen and a configuration of softkeys.